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Bib Data Sheet

CONFIRMATION NO. 4554

<b>SERIAL NUMBER</b> 09/819,427	<b>FILING DATE</b> 03/27/2001 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2152	<b>ATTORNEY DOCKET NO.</b> 10004186-1
<b>APPLICANTS</b> Michael A. Mansfield, Boise, ID; Donald J. Fridrich, Nampa, ID;				
<b>** CONTINUING DATA *****</b> <i>Note to</i>				
<b>** FOREIGN APPLICATIONS *****</b> <i>Note to</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 05/07/2001</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>EP</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> ID	<b>SHEETS DRAWING</b> 17	<b>TOTAL CLAIMS</b> 35
				<b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> HEWLETT-PACKARD COMPANY Intellectual Property Administration P. O. Box 272400 Fort Collins ,CO 80527-2400				
<b>TITLE</b> System and method for providing personalized customer support				
<b>FILING FEE RECEIVED</b> 1060	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	